

March 21, 2020

Re: Stanford Children's Health Treatment Options During COVID-19

Dear Patients and Families,

California Governor Gavin Newsom called for shelter-in-place to stop the spread of COVID-19. We want to assure you that Stanford Children's Health remains open to provide care if your child needs it. Here are ways to access care during this time.

Call if your child has flu-like symptoms

If your child has symptoms such as cough, fever, sore throat or shortness of breath please call your child's pediatrician. He or she can tell you next steps. If you are having a medical emergency please call 911.

Schedule a Telehealth Visit

Our clinic teams are asking families to schedule telehealth appointments. A telehealth visit lets you and your family talk to health care providers through a computer or mobile device. The clinic team will let you know if an in-person visit can be converted to a video or phone visit. For a telephone visit your provider will call you. For a video visit, you will receive a MyChart message telling you how to log on. The telehealth visit will be billed the same as an in-person visit to our clinic. Let us know if you need an interpreter.

To schedule a Telehealth video visit you will need:

- A MyChart account
- WiFi connection
- A computer, table or phone with video features

Delay non-urgent visits

To help prevent the spread of infection we are asking parents to delay routine clinic visits. We recommend delaying any preventative care, like yearly physicals, until the COVID-19 virus risk is lower. The clinic teams can work with you to decide what can be delayed.

Prevent Infection

You can help to prevent the spread of infection by following these steps:

- Stay home and practice social distancing
- Follow rules for 'shelter in place' if your county has these rules in place
- Stay away people who are sick
- Avoid sharing personal items
- Clean 'high-touch' surfaces every day
- Wash your hands often
- Watch for any symptoms of illness
- Cover coughs and sneezes with a tissue, or use your elbow
- Do not touch your face, eyes, nose, mouth with unclean hands

We are in constant contact with health officials, and experts in the field. We will continue to watch and review the situation, and let you know how this affects our clinic. We thank everyone for their understanding during this time.